

Analisis tingkat kesiapan implementasi knowledge management (knowledge management readiness) di departemen microsoft operation PT Astra Graphia Information Technology= Knowledge management implementation readiness level analysis at microsoft operation department of PT Astra Graphia Information Technology

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Abstrak

Pada era informasi sekarang ini, pengetahuan telah menjadi aset berharga bagi suatu perusahaan, khususnya perusahaan konsultan teknologi informasi (TI). PT Astra Graphia Information Technology (AGIT) sebagai sebuah perusahaan konsultan TI menggunakan pengetahuan sebagai aset berharga untuk meningkatkan keunggulan kompetitif. Oleh karena itu, diperlukan implementasi knowledge management (KM) agar aset pengetahuan tersebut tidak hilang dan dapat dikelola dengan baik. Sebelum suatu organisasi memutuskan untuk mengimplementasikan KM, diperlukan analisis pengukuran tingkat kesiapan implementasi KM terlebih dahulu.

Penelitian ini bertujuan mengukur kesiapan AGIT dalam mengimplementasikan KM. Pengukuran kesiapan dilakukan berdasarkan hasil ekstraksi penelitian terdahulu sehingga diperoleh tujuh aspek penelitian, yaitu Strategy, Organization, Culture, Technology, Motivation, Process, dan Human Resources. Penelitian dilakukan pada departemen Microsoft Operation. Pengumpulan data dilakukan dengan penyebaran kuesioner, sedangkan analisis data dilakukan dengan teknik analisis statistik deskriptif. Hasil analisis menunjukkan bahwa secara keseluruhan departemen Microsoft Operation telah mencapai tingkat kesiapan receptive (skor 2,51) dalam implementasi Knowledge Management.

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In this information era, knowledge has been a valuable asset for a company, especially an Information Technology (IT) consulting firm. PT Astra Graphia Information Technology (AGIT) as an IT consulting firm utilizes knowledge as a valuable asset to increase competitiveness. Therefore, implementation of Knowledge Management (KM) has been a necessity to retain and manage the asset. Before an organization decides to implement KM, an analysis to measure KM implementation readiness is needed.

The purpose of this study is to measure KM implementation readiness at AGIT. The measurement is conducted using extraction of previous studies around KM critical success factors to obtain seven research aspects, namely, Strategy, Organization, Culture, Technology, Motivation, Process, and Human Resources. The study is conducted in Microsoft Operation Department. Data are collected using questionnaire, while the data analysis is performed using descriptive statistical analysis. The analysis result shows that Microsoft Operation department is at the receptive readiness level, scored 2,51.